

# 2005 ANNUAL REPORT

DECEMBER 2005



## Louis A. Johnson VA Medical Center Clarksburg, West Virginia

Dear Friends & Staff of the Louis A. Johnson VA Medical Center,

As another year comes to a close, it is my pleasure to share the Louis A. Johnson VA Medical Center 2005 Annual Report. This report represents a brief but comprehensive overview of performance, accomplishments and activities at the VAMC for the time period October 1, 2004 through September 30, 2005.

In FY05, we overcame many tough challenges and obstacles, thanks to the invaluable contributions and dedicated efforts of staff, volunteers and stakeholders. Together, we were proactive in implementing a number of new programs and services while seeking opportunities to enhance and improve existing ones. These efforts were instrumental in serving approximately 19,400 unique veterans and conducting over 200,000 outpatient visits.

As we reflect with pride on last year's successes, let us also renew our commitment and dedication in FY06 by making the Louis A. Johnson VA Medical Center the "Right Choice for Health Care" for veterans in North Central West Virginia. Again, thank you for a very successful fiscal year 2005 and a special thank you to the veterans we are honored and privileged to serve.

*William E. Cox, Director*

## Clinical & Administrative Programs and Services

Quality of patient care and access to services remain high priorities at the Louis A. Johnson VAMC. The following program enhancements, expansions, and developments represent our success throughout FY05:

### Surgery

- Contract with WVU to meet patient care needs
- Chief, Surgery Service and 3 staff surgeons recruited in collaboration with WVU
- One additional anesthesiologist recruited to enhance OR coverage and expand pain management

### Ophthalmology

- Contract with WVU for eye procedures
- Additional eye clinic available to meet patient care needs and decrease waiting times
- Cataracts/eye surgery now performed on-station

### Primary Care

- Evening clinics offered to address OEF/OIF
- CBOCs providing telepsychiatry services rather than contracted care

### Dental

- Additional staff dentist recruited to meet patient care needs and reduce waiting times
- Saturday Dental Clinic established to address OEF/OIF patient needs

### Behavioral Medicine

- New Behavioral Medicine model and Bed Change Letter completed which includes 3 Acute Psychiatry and 7 new Residential Rehab beds
- Selected to pilot a rural Mental Health Intensive Case Management (MHICM) Program
- Compensated Work Therapy (CWT) Program approved with \$160,000 funding for 3 years to support 2 additional staff

### Diagnostics

- Radiology totally digital & filmless
- In-house stationary MRI approved for funding (\$1.8 million) with installation in late FY06

### Extended Care

- Broadened scope of Nursing Home Care Unit (NHCU) to a transitional care unit providing rehab, hospice and respite care with an 86.7% occupancy rate
- New Medical Director on-board

### Women Veterans Program

- Dedication of new clinic, serving over 500 female veterans
- Participation in Health Fairs

### Programs Re-Established on Station

- Credentialing & Privileging
- Contracting Services



## Affiliation with West Virginia University

The relationship between the Clarksburg VAMC and its primary affiliate, West Virginia University, has been expanded and strengthened to provide quality patient care and improve access to services for West Virginia veterans:

- Joint Recruitment Efforts
- Interim surgical coverage during recruitment
- Resident office space identified/developed
- Research collaboration via Memo of Understanding

### • Ophthalmology Expansion Initiative:

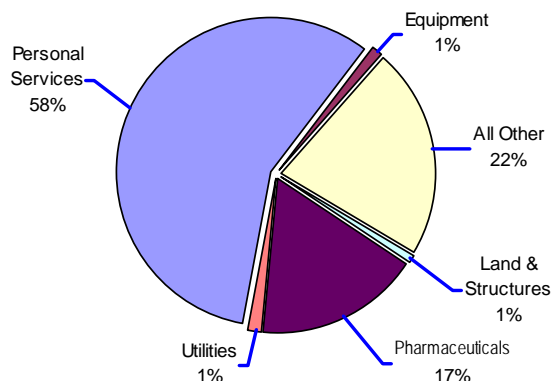
- \* Additional exam room (VAMC)
- \* Relocation of complete eye lane of equipment from WVU to VAMC at no cost
- \* Additional 2 exam rooms planned in VA outpatient project
- \* Ophthalmology contract for specialized procedures
- \* Cataract procedures at VAMC, effective October 6, 2005
- Radiology contract for interventional radiology (on-site), radiology, nuclear medicine reads, and radiation safety officer

**Research & Development Program received NCQA Accreditation score of 98.8%.**

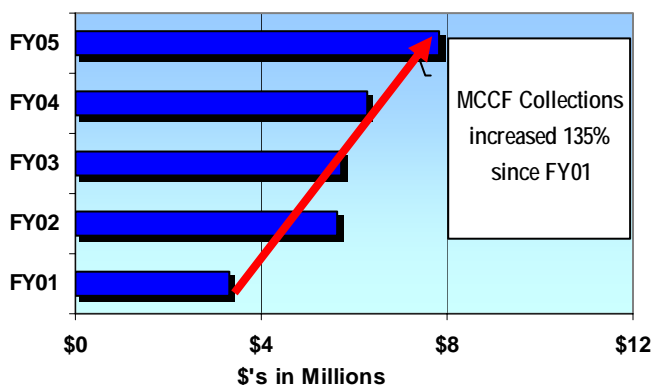
**New Women Veterans Outpatient Clinic Dedicated in June 2005.**

## Organizational Stewardship

**Budget Distribution-FY05**



**MCCF Collections**



### VOLUNTEERS

Volunteers are essential to our day to day operations. In FY05, total volunteer hours worked represented or equated to 32 full time VA employees!

<b>Total Number of Volunteers</b>	<b>504</b>
<b>Total Number of Hours Worked</b>	<b>66,754</b>
<b>Total Donations</b>	<b>\$124,242</b>

The first unannounced JCAHO survey was conducted at the Clarksburg VAMC in September 2005. Accreditation was awarded in all four program areas surveyed: HAP, OME; LTC; MH.

## External Reviews

Several successful external reviews took place at the Clarksburg VAMC during this fiscal year:

- \* OR Efficiency Review—January 2005
- \* Annual Workplace Evaluation—March 2005
- \* Office Research Oversight (ORO)—March 2005
- \* American Association of Blood Banks—March 2005
- \* American Diabetes Association (ADA) - March 2005

- \* Site Security Testing for VVISTA/LAN/PDX—April 2005
- \* WV State Medical Association CME Reaccreditations—July 2005
- \* Patient Safety/Risk Management Review—August 2005
- \* VACO Boiler Efficiency Inspection/Training Exercise—August 2005
- \* College of American Pathologists (CAP) - August 2005
- \* Joint Commission on Accreditation of Healthcare Organizations (JCAHO) - September 2005

## Community Relations

The Clarksburg VAMC has earned a high level of respect in the community. Following are examples of our continual efforts to maintain & nurture community and other external relationships:

- Member of Chamber of Commerce
- 2005 Combined Federal Campaign = \$14,888 collected
- Adopt-A-School: Robert C. Byrd High School
- Community Health Fairs, Speaking Engagements
- Participation in Memorial Day Parade and Ceremony
- Participation in Veterans Day parades and ceremonies in Harrison, Wood, Braxton, Marion, and Taylor Counties and Sistersville, West Virginia.
- Relay for Life
- Outreach Initiatives (Camp Dawson/Community)
- Congressional Visits—Senator Byrd & Senator Rockefeller

### • Hurricane Katrina Relief Efforts - (Clarksburg VAMC Support Efforts)

- \* Coordinated, with the American Red Cross, to ensure all displaced veterans receive necessary medical and pharmaceutical attention
- \* Two New Orleans VAMC employees, displaced by the hurricane, are joining the Clarksburg VAMC staff
- \* Displaced veterans registered and provided assistance with healthcare needs and Voluntary Service provided comfort items
- \* 17 VAMC employees have volunteered for deployment—5 actually deployed
- \* 2 VAMC employees have been deployed by the National Guard and Reserves
- \* Veterans Canteen Service received contributions in cafeteria totaling \$1000
- \* Station police car has been designated to facilitate relief efforts

U.S. Senator Robert C. Byrd visited the VAMC on August 6, 2005. Adjutant General, WV Army National Guard joined the Senator and his staff to greet patients, tour the facility, and meet with VAMC staff.

## Customer Service

What the veterans and stakeholders say about their experience at the Clarksburg VAMC is very important to the staff at this facility. Several initiatives have been implemented to ensure that customer satisfaction remains high and communication is open in order to address concerns and issues at the lowest possible level. The following initiatives represent a few of the forums available at this medical center to facilitate and improve communication between staff and stakeholders.

**Customer Service Board:** Provides a forum for key leadership staff to meet with representative patients, volunteers, and service officers.

**New Enrollee Orientation:** Offers patient education and information about operations at the VAMC prior to a veteran's first appointment.

**Veterans Advisory Committee:** Quarterly meeting with Veterans Service Officers and Congressional staff has been enhanced to include an open communicative approach, sharing of ideas, and instructional session.

**Congressional Staff Briefings:** Congressional staffers meet with the Director and ELT in an informal setting. Information sharing, networking and problem solving occur. Communication lines are opened and issues are addressed in a manner conducive to timely resolution, much to the benefit of the veterans involved. Up to date status reports are presented with regard to medical center activities and accomplishments.

### SHEP Results (Patient Satisfaction)

FY05 thru August	Nat'l	VISN 4	Clarksburg
Inpatient Overall Quality	77%	79%	82%
Outpatient Overall Quality	77%	82%	83%
Provider Wait Time (<20 minutes)	73%	80%	74%
Access—Appt when wanted; New Established	85% 84%	92% 92%	90% 90%

### Clinic Waiting Times

FY05	Days		% <31 days	
	New	Est.	New	Est.
Audiology	16.7	3.3	87.7	99.3
Cardiology	49.8	1.8	25.0	99.7
Orthopedics	n/a	0.0	n/a	100.0
Urology	22.9	4.8	90.0	98.4
Primary Care	15.7	3.0	92.5	99.1
Eye	62.0	3.0	52.3	99.1
Mental Health	16.8	5.0	78.0	97.9
GI	66.7	5.3	14.6	100.0

## Performance

### QUALITY

Veterans Health Administrative (VHA) continues to measure our performance for five health conditions commonly seen in veterans, (cancer, cardiology, endocrine, infectious disease, and tobacco). Throughout fiscal year 2005 improvement in these measures has been managed by responsible services and tracked through on-going reporting to Quality Committee.

The Louis A. Johnson VA Medical Center reached fully successful or exceptional levels of performance in all five clinical areas for FY05.

### PREVENTION

Recognizing that the majority of diseases which cause disability and death among veterans can be prevented or delayed through screening, education and counseling, this facility ensures that each veteran receiving care is provided with ongoing health promotion and disease prevention.

### SURGICAL INFECTION PREVENTION

VHA has implemented measures to reduce the risk of infection for veterans undergoing surgical procedures. These performance measures are composed of indicators concerning antibiotic administration for specific surgical procedures. Clarksburg exceeded the established performance goal in this area for all four quarters of FY05.

### UTILIZATION REVIEW

Clarksburg VAMC continued to maintain an exceptionally high level of appropriateness of admission rates, indicating that the physicians and treatment teams at the medical center efficiently utilize inpatient beds to optimize the number of patients that can benefit from hospitalization at the medical center.

